



Your business  
is our business.

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October 11, 2013

**VIA Electronic Comment Filing System**

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

**Re: WC Docket No. 10-90, WC Docket No. 11-42  
2013 ETC Annual Report of North Central Communications, Inc.  
Study Area Code 269006**

Dear Ms. Dortch:

On behalf of North Central Communications, Inc., JSI files the attached FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission's rules.<sup>1</sup>

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall  
JSI Vice President  
301-459-7590  
[jkuykendall@jsitel.com](mailto:jkuykendall@jsitel.com)

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<sup>1</sup> 47 C.F.R. §§ 54.313, 54.422.

**FCC Form 481 - Carrier Annual Reporting  
Data Collection Form**

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010> Study Area Code	269006
<015> Study Area Name	NORTH CENTRAL COMMUNICATIONS
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	Johnny McClanahan
<035> Contact Telephone Number: Number of the person identified in data line <030>	615-688-6419
<039> Contact Email Address: Email of the person identified in data line <030>	johnny.mcclanahan@nctc.com

ANNUAL REPORTING FOR ALL CARRIERS			54.313 Completion Required	54.422 Completion Required
(check box when complete)				
<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>	
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report				
<300> Unfulfilled Service Requests (voice)	<input type="text" value="0"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<310> Detail on Attempts (voice)	(attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>	
<320> Unfulfilled Service Requests (broadband)	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<330> Detail on Attempts (broadband)	(attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>	
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<410> Fixed	<input type="text" value="0.0"/>			
<420> Mobile	<input type="text"/>			
<430> Number of Complaints per 1,000 customers (broadband)		<input type="checkbox"/>	<input type="checkbox"/>	
<440> Fixed	<input type="text"/>			
<450> Mobile	<input type="text"/>			
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<510> <input type="text" value="269006ky510"/>	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<610> <input type="text" value="269006ky610"/>	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>	
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>	
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<900> Tribal Land Offerings (Y/N)? <input type="radio"/> <input checked="" type="radio"/>	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<1000> Voice Services Rate Comparability	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>	
<1010> <input type="text"/>	(attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>	
<1100> Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/>	(if not, check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>	
<1110>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>	
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet**

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<2005>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

**Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet**

<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**(100) Service Quality Improvement Reporting  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	269006
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<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Johnny McClanahan
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<039>	Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@nctc.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no ) <input type="radio"/> <input checked="" type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no ) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

- <112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

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 Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

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<039>	Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@nctc.com

-- See attached worksheet --

<b>(700) Price Offerings including Voice Rate Data</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@netc.com

<701>	Residential Local Service Charge Effective Date	1/1/2013
<702>	Single State-wide Residential Local Service Charge	

[illegible]

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OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

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July 2013

**(800) Operating Companies  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@nctc.com
<810>	Reporting Carrier	North Central Communications
<811>	Holding Company	
<812>	Operating Company	

[illegible]

**(900) Tribal Lands Reporting  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes,No, NA)



**(1100) No Terrestrial Backhaul Reporting  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@nctc.com

<1120> Please check this box to confirm no terrestrial backhaul  
options exist within the supported area pursuant to § 54.313(G) ☐

<1130> Please check this box to confirm the reporting carrier offers  
broadband service of at least 1 Mbps downstream and 256 kbps  
upstream within the supported area pursuant to § 54.313(G) ☐

**(1200) Terms and Condition for Lifeline Customers**  
**Lifeline**  
**Data Collection Form**

FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@nctc.com

<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	269006Ky1210
		Name of attached document (.pdf)
<1220>	Link to Public Website	HTTP <a href="http://www.nctc.com/about-nctc/help-with-your-phone-bill/">http://www.nctc.com/about-nctc/help-with-your-phone-bill/</a>

"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

**(2000) Price Cap Carrier Additional Documentation**

FCC Form 481

**Data Collection Form**

OMB Control No. 3060-0986/OMB Control No. 3060-0819

*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

July 2013

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**CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.**

**Incremental Connect America Phase I reporting**

- <2010> 2nd Year Certification {47 CFR § 54.313(b)(1)}
- <2011> 3rd Year Certification {47 CFR § 54.313(b)(2)}

☐  
☐
**Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}**

- <2012> 2013 Frozen Support Certification
- <2013> 2014 Frozen Support Certification
- <2014> 2015 Frozen Support Certification
- <2015> 2016 and future Frozen Support Certification

☐  
☐  
☐  
☐
**Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}**

- <2016> Certification Support Used to Build Broadband

☐
**Connect America Phase II Reporting {47 CFR § 54.313(e)}**

- <2017> 3rd year Broadband Service Certification
- <2018> 5th year Broadband Service Certification
- <2019> Interim Progress Certification
- <2020> Please check the box to confirm that the attached PDF, on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.
- <2021> Interim Progress Community Anchor Institutions

☐  
☐  
☐  
☐

Name of Attached Document Listing Required Information

**(3000) Rate Of Return Carrier Additional Documentation**

FCC Form 481

**Data Collection Form**

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	269006
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<039>	Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@nctc.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

**Progress Report on 5 Year Plan**

(3010)	Milestone Certification {47 CFR § 54.313(f)(1)(i)} Please check this box to confirm that the attached PDF, on line 3012, contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	Name of Attached Document Listing Required Information	<input type="checkbox"/>
(3012)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	Name of Attached Document Listing Required Information	<input type="checkbox"/>
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}		<input type="checkbox"/> (Yes/No)
(3014)	If yes, does your company file the RUS annual report Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:		<input type="checkbox"/> (Yes/No)
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input type="checkbox"/>
(3016)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	<input type="checkbox"/>
(3018)	If the response is no on line 3014, Is your company audited?  If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:		<input type="checkbox"/> (Yes/No)
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications		<input type="checkbox"/>
(3020)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3021)	Management letter issued by the independent certified public accountant that performed the company's financial audit.  If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:		<input type="checkbox"/>
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,		<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant		<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.		<input type="checkbox"/>
(3025)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	<input type="checkbox"/>

**Certification - Reporting Carrier  
Data Collection Form**

 FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@nctc.com

**TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:**

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

<b>Certification - Agent / Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	269006
<015> Study Area Name	NORTH CENTRAL COMMUNICATIONS
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<039> Contact Email Address - Email Address of person identified in data line <030>	johnny.mcclanahan@nctc.com

**TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:**

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) <u>John Staurulakis, Inc.</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	John Staurulakis, Inc.
Name of Reporting Carrier:	NORTH CENTRAL COMMUNICATIONS
Signature of Authorized Officer:	CERTIFIED ONLINE Date: 10/07/2013
Printed name of Authorized Officer:	Johnny Mccanahan
Title or position of Authorized Officer:	VP Finance and Adm. Services
Telephone number of Authorized Officer:	615-666-2151
Study Area Code of Reporting Carrier:	269006 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	NORTH CENTRAL COMMUNICATIONS
Name of Authorized Agent or Employee of Agent:	John Staurulakis, Inc.
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE Date: 10/07/2013
Printed name of Authorized Agent or Employee of Agent:	Lans Chase
Title or position of Authorized Agent or Employee of Agent	Staff Director - Regulatory Affairs
Telephone number of Authorized Agent or Employee of Agent:	770569-2105
Study Area Code of Reporting Carrier:	269006 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

## Attachments

**North Central Communications, Inc.**  
**Demonstration of Complying with Applicable Service Quality Standards and**  
**Consumer Protection Rules**

In establishing this certification in its *2005 ETC Order*,<sup>1</sup> the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”<sup>2</sup> The FCC found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement” and that the sufficiency of other commitments would be considered on a case-by-case basis.<sup>3</sup> In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”<sup>4</sup>

North Central Communications, Inc. (“Company”) hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company is subject to consumer protection obligations under the Kentucky Revised Statutes (KRS) and Kentucky Administrative Regulations (KAR). These obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of KRS Chapter 278.160 which discloses rates, terms and conditions of service to customers; (2) adherence to Kentucky state consumer protection requirements governing telephone providers which include Consumer protections and Anti-Slamming Procedures as identified in KRS Chapter 278.535; (3)

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<sup>1</sup> *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

<sup>2</sup> *Id.* at para. 28.

<sup>3</sup> *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: “(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy.” *Id.* at n. 71.

<sup>4</sup> *Id.* at n. 72.



truth-in-billing requirements as required in Administrative Case No. 306 and 807 KAR 5:006 Section 7; and (4) CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

**North Central Communications, Inc.**  
**Demonstration of Ability to Function in Emergency Situations**

North Central Communications, Inc. (“Company”) hereby certifies that it is able to function in emergency situations as set forth in the Code of Federal Regulations, Title 47, Part 54, Subpart C, §54.202(a)(2)<sup>1</sup>. The Company’s network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow the Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically, Company ensures each central office building is supplied with standby generators and battery back-up that enable the central office to keep running for at least the minimum of four (4) hours, or until system changes are made to reroute traffic. Company also has an Emergency Operations and Disaster Recovery Plan that outlines how it will operate during and after an emergency situation.

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<sup>1</sup> Section 54.202(a)(2) requires ETCs that are designated by the Commission to “demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.”

<b>(800) Operating Companies</b>	FCC Form 481
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July 2013

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**NCTV 1 | TV • Internet • Phone**

- Basic Video Service
- Internet up to 1.5 Mbps
- Local Phone service
  - 100 minutes of U.S. long distance
  - 5 Calling Features\*\*
  - Complete inside wire maintenance

**All for just \$77.95/month\***

**NCTV 2 | TV • Phone**

- Deluxe Video Service
- Local Phone service
  - 100 minutes of U.S. long distance
  - 5 Calling Features\*\*
  - Complete inside wire maintenance

**All for just \$74.95/month\***

**NCTV 3 | TV • Internet • Phone**

- Deluxe Video Service
- Internet up to 1.5 Mbps
- Local Phone service :
  - 300 minutes of U.S. long distance
  - 5 Calling Features\*\*
  - Complete inside wire maintenance

**All for just \$109.95/month\***

**NCTV 4 | TV with Movies • Internet • Phone**

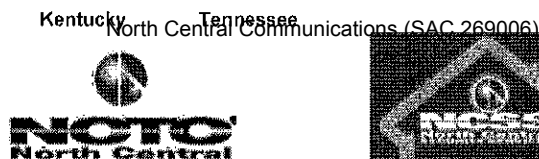
- Deluxe Video Service
- All Premium Channels
- Internet up to 1.5 Mbps
- Local Phone service
  - 500 minutes of U.S. long distance
  - 5 Calling Features\*\*
  - Complete inside wire maintenance

**All for just \$149.95/month\***

**NCTV 5 | Internet • Phone**

- Internet up to 1.5 Mbps
- Local Phone service
  - 200 minutes of U.S. long distance
  - 5 Calling Features\*\*
  - Complete inside wire maintenance

**All for just \$59.95/month\***


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## Help With Your Phone Bill

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### Consumer Information

Monthly Lifeline Support in Tennessee is \$9.25, and \$12.75 in Kentucky.

However, the federal Link Up assistance, which helped low income individuals with the initial connection of their telephone service, is no longer available.

Our customers who receive federal and/or state aid in Kentucky and Tennessee including at least one of the following programs can qualify for Lifeline:

- Medicaid
- Foodstamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance / Section 8
- Low-Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance to Needy Families Program (TANF)
- National School Lunch Free Lunch Program (NSL)

For specific details based on your state of residence, please visit the following websites or call the numbers below.

Lifeline for Tennessee residents: <http://www.tennessee.gov/tra/consumerfiles/teleassist.html>

Tennessee Regulatory Authority – Consumer Services Division 1-877-691-2969 (voice)

Lifeline for Kentucky residents: <http://psc.ky.gov/agencies/psc/consumer/lifeline.pdf>

Kentucky Public Service Commission 1-800-772-4638

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Attachment - Line 1210  
What's On TV

[Our Wi-Fi Hotspots](#)

[Tech Chat](#)

[Home Security](#)

[Demos/Learn How](#)

[Online Directory](#)





**September 13, 2013**  
**Lafayette, TN**  
**64°F**

High - 73°F | Low - 48°F  
Feels Like - 66°F

**Three-Day Forecast**

Saturday	Sunday	Monday
		
74°F 51°F	81°F 58°F	83°F 61°F

**LOCAL EXCHANGE TARIFF**

**SECTION C**  
Second Revised Sheet No. 7  
Replaces First Revised Sheet No. 7

**BASIC LOCAL EXCHANGE SERVICE (Cont'd)**

**C.4 Lifeline (Cont'd)**

**C.4.2 Regulations**

1. (D)
2. One low-income credit is available per Household and is applicable to the primary residential connection only. (C)
3. A Lifeline customer may subscribe to any local service offering available to other residence customers.
4. Toll blocking, if elected, will be provided at no charge to the Lifeline subscriber.
5. The deposit requirement is not applicable to a Lifeline customer who subscribes to toll blocking. If a Lifeline customer removes toll blocking prior to establishing an acceptable credit history, a deposit may be required. When applicable, advance payments will not exceed the connection and local service charges for one month.
6. The federal primary inter-exchange carrier charge (PICC) will not be billed to Lifeline customers who subscribe to toll blocking and do not pre-subscribe to a long distance carrier.

Issue Date: April 2, 2012

Effective Date: April 2, 2012

Issued By: / Nancy J. White /

Nancy J. White, President and CEO

Issued by the Authority of the Order of the Public Service Commission of the Commonwealth of Kentucky in Administrative Case No. 370, dated January 8, 1998.



**LOCAL EXCHANGE TARIFF**

**SECTION C**

Second Revised Sheet No. 8  
 Replaces First Revised Sheet No. 8

**BASIC LOCAL EXCHANGE SERVICE (Cont'd)**

**C.4 Lifeline (Cont'd)**

**C.4.2 Regulations (Cont'd)**

7. A Lifeline subscriber's local service will not be disconnected for non-payment of regulated toll charges. Local service may be denied for non-payment of local and miscellaneous service in accordance with Section B of this Tariff. Access to toll service may be denied for non-payment of regulated tolls. A Lifeline subscriber's request for reconnection of local service will not be denied if the service was previously denied for non-payment of toll charges.
8. Lifeline is not available for resale.

**C.4.3 Eligibility**

1. To be eligible for a Lifeline credit, a customer must be a current recipient of any one of the following low-income assistance programs or have income at or below 135 percent of the Federal Poverty Guidelines [Note 1].
  - (a) Supplemental Security Income (SSI)
  - (b) Supplemental Nutrition Assistance Program (T)
  - (c) Medicaid
  - (d) Federal public housing/Section 8
  - (e) Low Income Home Energy Assistance Program (LIHEAP)
  - (f) Temporary Assistance to Needy Families program (TANF)
  - (g) National School Lunch's free program (NSL)
2. All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.

[Note 1] This provision is effective June 1, 2012.

Issue Date: April 2, 2012

Effective Date: April 2, 2012

Issued By: / Nancy J. White /

Nancy J. White, President and CEO

Issued by the Authority of the Order of the Public Service Commission of the Commonwealth of Kentucky in Administrative Case No. 370, dated January 8, 1998.



**NORTH CENTRAL COMMUNICATIONS, INC.****PSC KY TARIFF NO. 1****SECTION C****LOCAL EXCHANGE TARIFF**

Third Revised Sheet No. 10

Replaces Second Revised Sheet No. 10

**BASIC LOCAL EXCHANGE SERVICE (Cont'd)****C.4 Lifeline (Cont'd)****C.4.5 Application of Rates and Charges**

1. Lifeline is provided as a monthly credit on the eligible residential subscriber's access line bill for local service.
2. Service charges may be applicable for installing or changing Lifeline service.
- 3.
4. Service charges do not apply for converting existing service to Lifeline.

**C.4.6 Credit Amount**

The Lifeline credit passed through to the customer consists of:  
Credit, one per Lifeline per Household, limited to the total amount of charges.

The State and Federal Credit, one per Lifeline.

	<u>Federal</u>	<u>State</u>
Lifeline Credit	\$ 9.25 (R)	\$3.50

Issue Date: June 26, 2012

Effective Date: August 1, 2012

Issued By: / Nancy J. White /

Nancy J. White, President and CEO

Issued by the Authority of the Order of the Public Service Commission of the Commonwealth of  
Kentucky in Administrative Case No. 370, dated January 8, 1998.





## NORTH CENTRAL COMMUNICATIONS, INC.

PSC KY TARIFF NO. 1

SECTION C

## LOCAL EXCHANGE TARIFF

First Revised Sheet No. 5

Replaces Original Sheet No. 5

**BASIC LOCAL EXCHANGE SERVICE (Cont'd)**C.2 Local Calling AreasC.2.1 General

The rates in this Tariff entitle callers to receive local calling (i.e., toll-free) to the local calling areas indicated in Section C.2.2, below. Calls to areas not listed in Section C.2.2 will be subject to applicable long distance charges by the long distance provider.

C.2.2 Local Calling Exchanges

The Company currently concurs with the local calling areas established by Kentucky AllTel (f/k/a Verizon – KY) in its serving areas unless otherwise (T) indicated here.

The Company reserves the right to amend its local calling Exchange areas through a revision to its tariff at its sole discretion as its business requirements warrant.

C.3 Local Exchange Rates

Rates do not include a charge for instrument or other customer premises equipment. Rates for additional services, including installation charges, are shown elsewhere in this Tariff.

	<u>Monthly Rate</u>	
1. Residential Service	\$ 12.54	(I)
2. Business Service	\$ 28.80	

Issue Date: September 4, 2002

Effective Date: October 4, 2002

Issued By: F. Thomas Rowland  
F. Thomas Rowland, President / Chief Executive Officer

Issued by the Authority of the Order of the Public Service Commission of the Commonwealth of Kentucky in Administrative Case No. 370, dated January 8, 1998.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

OCT 04 2002

PURSUANT TO 807 KAR 5.011  
SECTION 9 (1)BY Charles G. Brown  
EXECUTIVE DIRECTOR